10 Things to Look for in an RMM Solution

Researching RMM systems, but not sure what you need?
We've compiled a list of essentials to help you with your search.

1.
Visibility. Can you see every device—workstations, servers, and network devices—from one spot? Are the reports intuitive?

How It Helps: Avoid mistakes while proactively servicing customers.

2.
Automation. Can it help you automate common, repetitive tasks? Is it easy to accomplish?

How It Helps: Do more with the same workforce.

54%
of employees believe they can save 240 hours annually through automation[1].

3.
Automated Patch Management. Can it automatically patch operating systems and third-party software?

How It Helps: Keep software up-to-date and help prevent cyberattacks.

27%
of breached companies surveyed attribute the breach to unpatched vulnerabilities to known threats[2].

4.
Strong, Easy-to-Deploy Antivirus. How easy is it to deploy antivirus? Does it include more than basic signature definitions, like behavioral or heuristic?

How It Helps: Boost your customers' defenses against malicious files or malware.

350,000
new malware programs are created every day[3].

5.
Intelligent Endpoint Protection. Does it use artificial intelligence to flag suspicious activity?

How It Helps: Protect customers against zero-day attacks, known threats, and suspicious behavior.

Signature-based antivirus catches only
50%
of threats[4].

6.
Integrated, Continuous Backup. Does it include integrated backup? Can you automate it?

How It Helps: Keep customers up and running after an IT disaster with advanced data protection.

7.
Scalability. Does the price model support your business at each level? How easy is it to deploy RMM agents to new clients? Is this a place that you can add the features you need now and grow when you're ready?

How It Helps: Save money by paying for only what you need—and make growing your business easier.

8.
Seamless Integrations. What software does it support? Can it integrate with PSA tools? What about API for additional integrations?

How It Helps: Gain even more efficiency without changing your workflow.

9.
Fast, Secure Remote Access. How long does it take to connect to a remote machine? Does the remote access use secure protocols?

How It Helps: Save time and money by fixing issues without leaving your desk.

10.
Strong Commitment to Your Business. Find a solution that supports your business growth through education, events, and friendly customer support.

How It Helps: Gain insight and support from industry leaders.

[1] "2020 In(Sight) Report," WorkMarket.
https://content.workmarket.com/2020-insight-report-what-ai-automation-meanforwork/?utm_source=forbes&utm_medium=blog&utm_campaign=2017_automation_report&utm_content=home-page (Accessed December 2019).
[2] "Patch Now or Pay Later: Report," Forbes.
https://www.forbes.com/sites/taylorarmerding/2019/06/06/report-if-you-dont-patch-you-will-pay/#3117fa383acd (Accessed December 2019).
[3] "Malware," AV-TEST. https://www.av-test.org/en/statistics/malware/ (Accessed December 2019).
[4] "Only Half of Malware Caught by Signature AV," DarkReading.
https://www.darkreading.com/threat-intelligence/only-half-of-malware-caught-by-signature-av/d/d-id/1336577 (Accessed December 2019).

About SolarWinds RMM

SolarWinds® RMM is a powerful, easy-to-use remote-monitoring-and-management platform that grows with you. Try it free for 30 days by visiting solarwindsmsp.com/products/remote-management/trial.

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